





Mayor's Action Center
Service Level Attainment Compliance
November 2011

Service Level Agreement	Target Performance		Current Performance		
Speed to Answer Calls	< :20				
Abandon Rate	< 5%				
Time on Call	< 2:30				
After Call Work	< :40				
Top 5 Service request	Animal (1,278)	Trash (1,021)	Chuckhole (252)	Aban Vehicle (228)	Streets (198)